

## Step-by-Step Guide for I Forgot my Password

In order for the “I Forgot My Password” link to work – you must have already set up a challenge question and accurate e-mail address in My System Profile. The system is designed to disable your account after 3 unsuccessful attempts at login.

**If you have tried 3 or more times, you must contact the HR Help Desk.**

VERMONT  
Department of Human Resources  
Agency of Administration

Vermont.gov Career Center Employees Managers / HR Staff

Home

### Employee Self Service Sign-in

you are at: [Home](#) > [Employee Self Service](#) > Employee Self Service Sign-in

User ID:  ← Type your 5 digit Employee ID here

Password:

[I Forgot My Password](#) ← Click I Forgot My Password

The Forgot My Password page will be displayed for you

## Forgot My Password

If you have forgotten your password, or your password has expired, you can have a new password emailed to you.

Enter your User ID below. This will be used to find your profile, in order to authenticate you.

User ID:  ← Type in your 5 digit Employee ID here

← Click Continue

You will be taken to the next page after clicking the Continue button

## Forgot My Password

User ID: Your Employee ID will be displayed here

Email ID: The email address where the system will send your new password will be listed here

Please answer the following question below for user validation.

Question: The question you set in My System Profile will be here

Response:  Type the answer to the Question here

Email New Password Click Email New Password

A confirmation page will appear indicating that a new password is being sent to you

## Password Emailed



Your password has been emailed.

Close your internet browser connection. Go to your email inbox (used in My System Profile).

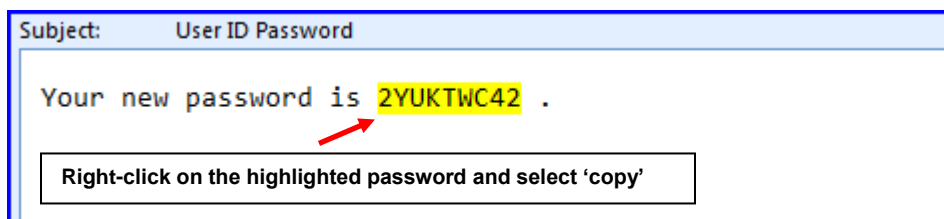
When the email arrives from the system that contains a new password for your account, open the email that contains the new password

Subject: User ID Password

Your new password is 2YUKTWC42 .

If you are not familiar with “copy/paste” functions, please print this message or write the password down exactly (case-sensitive) so that you may enter it manually.

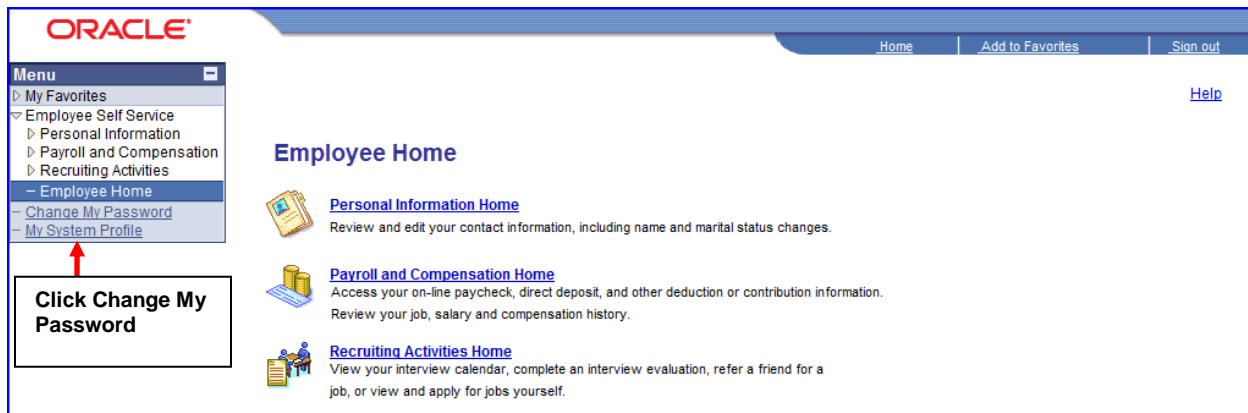
Carefully highlight the characters in password, do not highlight extra spaces at the beginning of the password or at the end of the password and do not highlight the period at the end of the sentence.



Return to the Employee Log In page and type in your userid, then manually enter the new password or right-click the password field to "paste". Click the Sign In button.



If you have already made 3 unsuccessful attempts to access Employee Self Service Account and your account is locked you will receive an error message that indicates “**Your account has been disabled**”. Contact the HR **Help Desk (802) 828-0407 press 1 at the Options menu** if this message is displayed. Once you have successfully logged into your account please change your account password to one that you will remember by clicking on Change My Password.

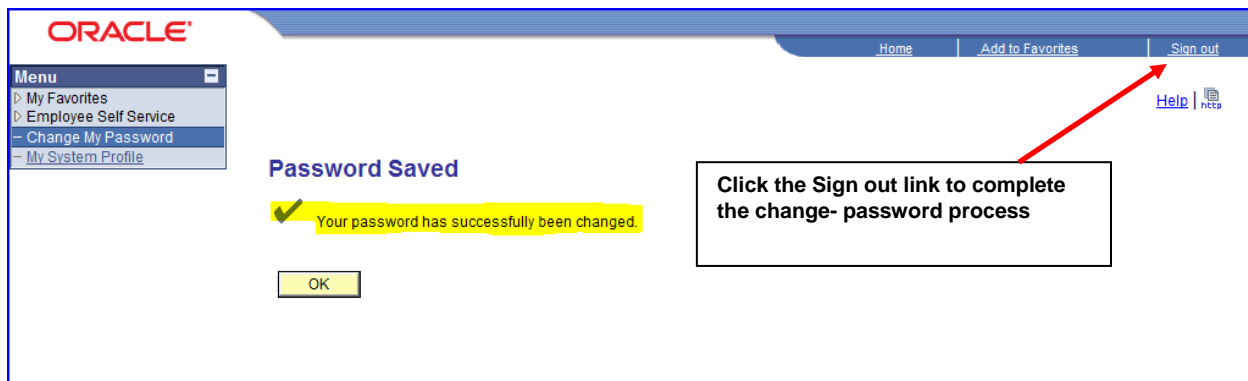


The Change Password page will be displayed; follow the directions below using the password the system emailed to you in the Current Password field.

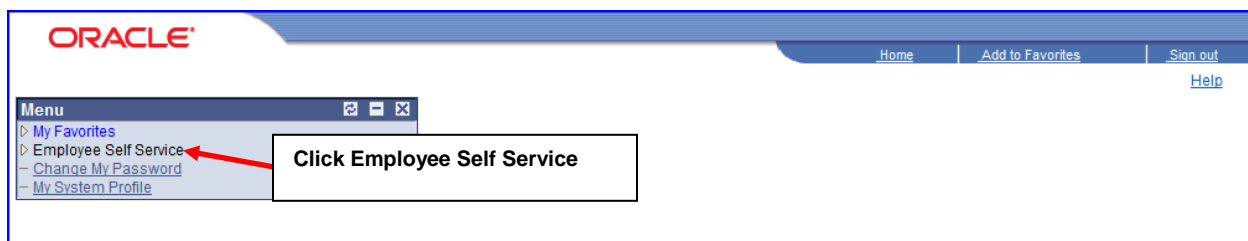
The screenshot shows the 'Change Password' page. It includes a 'Menu' sidebar on the left with 'Change My Password' highlighted. The main content area has the title 'Change Password' and four fields: 'User ID:', 'Description:', '\*Current Password:', '\*New Password:', and '\*Confirm Password:'. The 'User ID' and 'Description' fields contain yellow text: 'Your employee ID will be displayed here' and 'Your name will be displayed here' respectively. Below these are three password input fields. A 'Change Password' button is at the bottom. Four numbered steps are overlaid on the page with red arrows pointing to specific elements: Step 1 points to the User ID and Description fields; Step 2 points to the Current, New, and Confirm Password fields; Step 3 points to the Confirm Password field; and Step 4 points to the Change Password button.

When you have completed the Change Password page click the **Change Password** button

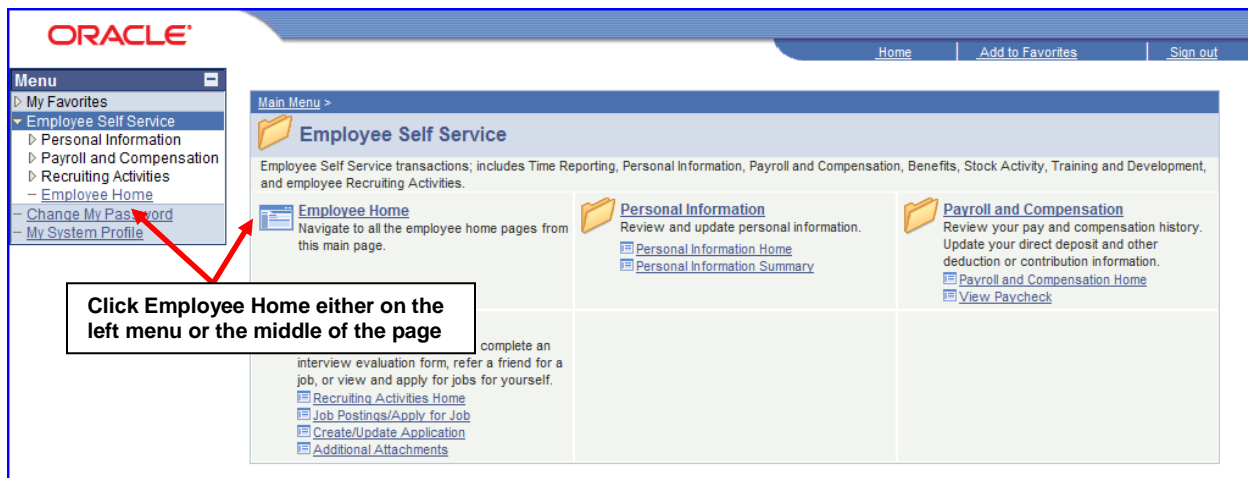
A confirmation page will be displayed telling you that your password has been successfully changed. You must click the 'Sign Out' link to complete the change-password process. The system will automatically return you to the Employee Self Service Sign-in page.



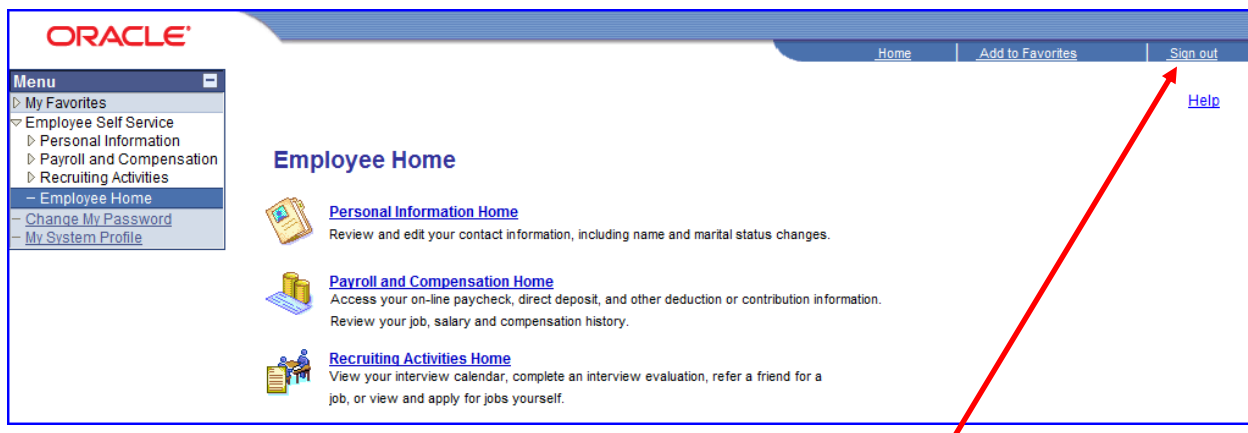
When you complete the Sign-in information and have clicked the Sign In button you will be returned to your Employee Self Service Account. You will see just the left menu; click on the left menu Employee Self Service



The Employee Self Service menu will appear in the middle of the page. Click Employee Home either on the left menu or the link in the middle of the page to display the Employee Home page



When you click the link the Employee Home page will be displayed in the middle of the page



You have successfully requested a new password from the system, logged into your Employee Self Service Account, reset your password and completed the change-password process.

**Once you have finished using your Employee Self Service Account always remember to click the Sign out link on the upper right side of the page to end your account session.**